- - PROGRESS NOTES - -

New or Upgraded Services Launched

Digitally Certified Driving Records
www.certified.IN.gov
In 2004, BMV made the Digitally Certified Driving Record service available to all county prosecutors and law enforcement units. In February 2005, BMV launched an enhanced version of the service that included the following changes:
- allows all *accessIndiana* subscribers to access digitally certified driving records;
- creates two, standardized driving record types (50-year records for lawyers, law enforcement, and courts and 10-year records for all others).

DNR *Indiana Outdoor* Licensing System
www.IndianaOutdoor.IN.gov
The *Indiana Outdoor* licensing system was rolled out to more than 700 retailers throughout Indiana and surrounding states. The roll-out included a comprehensive training program, hardware, connectivity, 24x7 call center, and a follow-up satisfaction survey. From the survey, we learned that over 92% of retailers were satisfied with the implementation. As the positive news spreads, we continue to get new retailers signed up to sell Indiana hunting, trapping, and fishing licenses.

- - REMARKS - -

BMV Online Driver License Renewals
"This is a great service for the people who are good citizens and have no problems with their drivers license. It is a terrible day out and by my computer I took care of my license quickly and easily."
Submitted by S. Morr

"I just renewed my license online. This is the best thing since pay at the pump. I love you guys!"
Submitted by K. Kryah

Dept. of Revenue Income Tax Filing (I-FILE)
"This was sooo easy! I wish I could have done this method of filing years ago."
Submitted by M. Miller

"Filing my taxes on line was so simple. Even for us who are computer challenged."
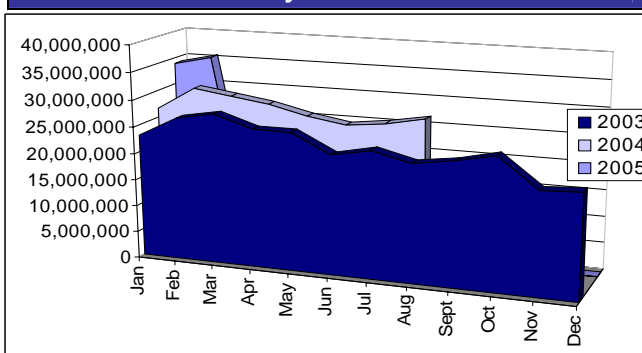*Submitted by Rebecca Dunn*

- - MAKING THE GRADE - -

Accesses to www.IN.gov

	2005	% change/2004
January	33,887,703	**+ 21.4%**
February	35,477,704	**+ 13%**

Portal Access History

Most-Visited Agency Sites in January

1.	General Assembly	3,486,775
2.	Department of Revenue	2,716,216
3.	Bureau of Motor Vehicles	2,056,140
4.	Secretary of State	1,791,168
5.	Hoosier Lottery	1,739,321

Most-Visited Agency Sites in February

1.	Department of Revenue	4,744,204
2.	General Assembly	3,955,070
3.	Bureau of Motor Vehicles	2,067,186
4.	Secretary of State	1,765,703
5.	Hoosier Lottery	1,622,203

Usage Statistics

	YTD 2005	change/'04
Tax Filing (I-FILE)	39,226	**+ 17%**
Lic. Plate Renewal	93,704	**+ 2%**
Driver Lic. Renewal	16,137	**+ 212%**
Hunting/Trapping/ Fishing Licenses	3,137	**+ 118%**
Campground Reservations	5,063	**+ 31%**
Prof. Lic. Renewal	1,831	**- 83%**
SOS UCC Filings	10,489	**+ 125%**
ISP Limited Criminal History	18,609	**- 24%**

Learn about the Portal | www.about.IN.gov

What is IN.gov, anyway? How can the portal help agencies better serve citizens? Where can you get portal background, statistics and features? How can online services be effectively promoted to get Hoosiers online instead of in line? All these questions and more are answered at **www.about.IN.gov** – this newly introduced guide includes a Partner Corner, Development Services, Marketing & PR Services, Enterprise Solutions, and a Media Center.

Arts Commission | www.IN.gov/arts

Legislative Services | www.legislative.IN.gov

Indiana Commission on Hispanic and Latino Affairs | www.IN.gov/ichla

- - HISTORY LESSON - -

- **www.IN.gov** *(accessIndiana)* is the State's official Web portal.
- The portal has more than 300,000 pages of information and hundreds of interactive services.
- 99 percent of all information and services available at IN.gov are free to the public.
- In 2004, portal accesses reached over **336 million**, averaging more than 28 million per month. This represents a **19 percent increase** in usage over 2003, during which accesses totaled more than 280 million.
- Portal accesses topped **30 million** – an all-time record – in February 2004.
- IN.gov adheres to strict privacy, security, and accessibility policies posted at: **www.IN.gov/ai/policies/privacy.html**

Awards & Recognition 2003 - 2004

- *accessIndiana* **placed 2nd** in the Center for Digital Government's 2004 **Best of the Web** competition.
- The Indiana State Department of Health won the 2004 **Gold Award for Excellence** from the National Public Health Information Coalition.
- Indiana received a **4th place** ranking in the 2004 Center for Digital Government's **Digital States Survey**
- The BMV Digitally Certified Driving Records service received the 2004 **MIT Digital Government Innovation Award**.
- *Who's Your Legislator?* was honored with the Indiana Geographic Information Council 2004 **Award for Achievement** in GIS.
- *accessIndiana* received **3rd place** in the 2003 **Brown University eGovernment Study**.
- *accessIndiana* received **3rd place** in the Center for Digital Government's 2003 **Best of the Web** contest (4th place in 2002).
- *accessIndiana* was **ranked 6th** in the Center for Digital Government's 2003 **Digital State Legislatures Survey**.
- *accessIndiana* was recognized as a **Best of Breed** by the Center for Digital Government in January 2003.
- **The Indiana Department of Revenue's I-File service** was named the overall winner in the 2003 National Electronic Commerce Coordinating Council (NECCC) **Value in Technology Achievement** awards.

accessIndiana Branding Strategy

The portal's branding and marketing strategy can be summed up in one statement: "If it's not **IN.gov**, it's not official". To assist agencies in transitioning to the IN.gov brand, a URL branding request form (**www.IN.gov/webaddress**) is available to all state agencies, boards and commissions as well as all local jurisdictions of governments. All requests are electronically reviewed by a team comprised of State eGovernment champions. This team not only approves requests based on uniformity to the suggested standards, but also ensures that "umbrella" URLs are viewed from an enterprise perspective. An umbrella URL is used to brand a "mini-portal" that pulls together related information from a variety of sources. For example, **www.HR.IN.gov** was created to help human resources professionals find relevant employment-related services from a single location.

Business Model & Partnership

- The *accessIndiana* portal was introduced in December 1995.
- Indiana Interactive, a subsidiary of NIC, was chosen as the private partner to manage *accessIndiana* in 1995. NIC maintains long-term outsourcing contracts with 16 states.
- A public-private partnership model is used to manage the portal, with primary funding for the portal coming from the assessment of modest convenience fees (called "Enhanced Access Fees") to end users (primarily businesses) for a select set of services. Traditional means of access are still available to those who prefer not to pay the Enhanced Access Fees.
- Indiana Interactive employs 29 full-time staff, with 2004 operating expenses of about $2.8 million, of which none were appropriated through the General Assembly.
- All state departments, agencies, boards and commissions have a Web presence on the portal, gaining efficiencies and economies by providing information online.
- More than **44 percent** of accesses to the portal occur while government offices are closed.
- The Next-Generation Portal "common look and feel" initiative allows for each agency Web site to have a common navigational structure and design. This gives visitors a familiarity among state Web sites that is user-focused, not organizationally focused and compliant with state and federal accessibility standards.